



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending March 31, 2012

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.80	2.40	2.20
B. Operator Answer Time - Information [730.510(a)(1)]	9.91	10.43 *	9.45	9.93
C. Repair Office Answer Time [730.510(b)(1)]	36.00	15.00	42.00	31.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	39.00	19.00	34.00	30.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	96.88%	88.89% *	95.25%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.28	1.31	0.89	1.16
H. Percent Repeat Trouble Reports [730.545(c)]	8.89%	8.70%	16.13%	11.24%
I. Percent of Installation Trouble Reports [730.545(f)]	4.44%	2.17%	3.23%	3.28%
J. Missed Repair Appointments [730.545(h)]	8	13	7	9
K. Missed Installation Appointments [730.540(d)]	0	0	2	1

Comments

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